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July 16, 2015

TO: Each Supervisor

FROM: Cynthia A. Harding, M.P.H.  
Interim Director

A handwritten signature in blue ink that reads "Cynthia A. Harding".

SUBJECT: **JANUARY - MARCH 2015 THIRD QUARTER REPORT:  
MULTI-DEPARTMENTAL MEDI-CAL OUTREACH AND  
ENROLLMENT GRANT (ITEM 13, BOARD AGENDA OF JUNE 10, 2014)**

This is the fourth report in response to Supervisor Ridley-Thomas' June 10, 2014 motion requesting the Directors of Public Health (DPH), Mental Health (DMH), Health Services (DHS), Public Social Services (DPSS), and the Sheriff's Department to provide updates on the implementation of the Multi-Departmental Medi-Cal Outreach Grant.

### **Background**

On June 10, 2014, your Board approved authorization to accept a \$7 million grant award from the California Department of Health Care Services (DHCS) effective July 1, 2014 through December 31, 2016. The purpose of the Medi-Cal Outreach and Enrollment grant is to conduct outreach and enroll residents newly eligible for Medi-Cal.

On September 18, 2014, DPH provided your Board with an initial status report on the Medi-Cal outreach and enrollment start-up activities. On February 20, 2015, DPH submitted a comprehensive Quarter 2 report for the period of October 1, 2014 through December 31, 2014. This latest update contains comprehensive data from the third quarter of this project, (January 1, 2015 through March 31, 2015), and summarizes the data, and narrative reports describing the progress toward project goals.

### **Target Populations**

The DHCS Medi-Cal Outreach and Enrollment Assistance project aims to reach and assist specific hard-to-reach uninsured populations. The table below shows target populations by assigned departments.

Target Population	Department
Persons with mental health disorder needs	DMH
Persons with substance use disorder needs	DPH/SAPC
Young men of color	DHS, DPSS
Incarcerated persons	Sheriff's Department
Families of mixed immigration status	DHS, DPH/MCAH
Persons with limited English proficiency	DHS, DPH/MCAH
Persons who are homeless	DHS

### Implementation

The DPH Maternal, Child and Adolescent Health (MCAH) Programs is the lead Division for this project, and has taken steps to successfully implement this grant in partnership with DMH, DPSS, DHS, DPH Substance Abuse Prevention and Control (SAPC), and the Sheriff's Department. DPH/MCAH continues to coordinate training for outreach and enrollment staff for all departments and their subcontracting agencies, excluding DPSS.

In the third quarter, DPH/MCAH staff convened bi-weekly workgroup calls with the participating departments to disseminate information, provide technical assistance, and determine progress on the grant. DPH/MCAH staff also maintained ongoing contact with DHCS for technical assistance and project updates, and communicated with DPH Finance for appropriate budgeting and invoicing processes.

### Data Collection

DPH/MCAH is making continuous enhancements to its existing outreach and enrollment Children's Health Outreach Initiatives (CHOI) data system. Recent improvements included a new feature where users can generate reports with the ability to group, sort, and filter data specifically required for this project.

During the January through March 2015 period, the CHOI data system was fully utilized for grant activities by DPH/MCAH, DPH/SAPC, DHS, Sheriff's, and partially used by DMH. DPSS uses their Your Benefits Now (YBN) enrollment portal and the LEADER system to track grant enrollment activities.

### Outreach and Enrollment Progress

The Project Collaborative includes five County departments and 37 contractors and subcontractors. During this reporting period, the contracted agencies worked directly with nearly 200 community-based organizations, faith-based organizations, and other entities on outreach and enrollment strategies to reach the specified target populations. The number of partnering entities has grown since the last reporting quarter.

During this reporting period, outreach and in-reach activities to educate potential clients were provided to 35,558 persons; 134% of the Collaborative annual target. A total of 6,231 persons

were directly assisted with completing Medi-Cal applications; of the submitted applications, 2,217 individuals were successfully confirmed as enrolled in the program. The low enrollment confirmation rate is not unexpected at this point of the project as the State is still experiencing application processing/approval delays for Medi-Cal. Overall, some of the departments experienced initial enrollment challenges due to contracting delays, hiring, and training new staff. Although some of the departments are currently below their enrollment targets, we anticipate reaching the overall goals by the end of the project.

Strategies, progress, challenges, and solutions are briefly summarized for each department in the attached narratives summary (Attachment 1).

Also attached is the project data summary including outreach, enrollment, and retention target numbers, which illustrates the year-to-date progress made by each department and by the Collaborative in total (Attachment 2).

The next comprehensive quarterly report covering the April through June 2015 period will be submitted to your Board in August 2015. If you have any questions or would like additional information, please let me know.

CAH:sb

#### Attachments

- c: Interim Chief Executive Officer  
Interim County Counsel  
Acting Executive Officer, Board of Supervisors  
Department of Mental Health  
Department of Health Services  
Department of Public Social Services  
Sheriff's Department

**LOS ANGELES COUNTY MEDI-CAL OUTREACH, ENROLLMENT, & RETENTION GRANT**

# Quarter Three Progress Report

January 1, 2015 – March 31, 2015



**LOS ANGELES COUNTY MEDI-CAL OUTREACH, ENROLLMENT, & RETENTION NARRATIVES\***

January 1, 2015 – March 31, 2015

**1. Target populations impacted by County efforts and assigned departments.**

- *Persons with mental health disorder needs* – Department of Mental Health (DMH)
- *Persons who are homeless* – Department of Health Services (DHS)
- *Young men of color* – DHS, Department of Public Social Services (DPSS)
- *Families of mixed-immigration status* – DHS, Department of Public Health (DPH)/ Maternal, Child, and Adolescent Health (MCAH)
- *Persons with substance use disorder needs* – DPH/ Substance Abuse and Prevention Control (SAPC)
- *Persons with limited English proficiency* – DHS, DPH/MCAH
- *Persons who are in county jails, county probation, or under post release community supervision* – Sheriff's Department

**2. Indicators or benchmarks County used to meet the objectives, as described in Work Plan. List County's accomplishments and progress to date.****DPH/MCAH:**

*Outreach:* DPH/MCAH provided outreach activities to 6,610 individuals.

*Enrollment:* 1,651 persons were assisted with completing Medi-Cal applications of which 1,141 individuals were successfully enrolled.

**DPH/SAPC:**

*Outreach:* DPH/SAPC provided outreach activities to 5,067 individuals.

*Enrollment:* 57 persons were assisted with completing Medi-Cal applications of which 24 individuals were successfully enrolled.

**DHS:**

*Outreach:* DHS provided outreach activities to 8,943 individuals.

*Enrollment:* 1,415 persons were assisted with completing Medi-Cal applications of which 228 individuals were successfully enrolled.

**DMH:**

*Outreach:* DMH provided outreach and in-reach activities to 5,783 individuals.

*Enrollment:* 444 persons were assisted with completing Medi-Cal applications of which 314 individuals were successfully enrolled.

**DPSS:**

*Outreach:* DPSS provided outreach activities to 5,878 individuals.

*Enrollment:* 137 persons were assisted with completing Medi-Cal applications of which 49 individuals were successfully enrolled.

**Sheriff's:**

*Outreach:* Sheriff's Department provided in-reach activities to 2,458 inmates.

*Enrollment:* 2,458 persons were assisted with completing Medi-Cal applications of which 431 individuals were successfully enrolled. An additional 1,161 applications are either awaiting the 45 day to release window for submission or are waiting to be processed by DPSS.

**LOS ANGELES COUNTY MEDI-CAL OUTREACH, ENROLLMENT, & RETENTION NARRATIVES\***

January 1, 2015 – March 31, 2015

<b>COLLABORATIVE</b> (All Departments)		FY 2014-2015 Annual Target Numbers/Goals	<b>Quarter 1</b> <b>07/01/14-</b> <b>09/30/14</b>	Quarter 2 10/01/14- 12/31/14	Quarter 3 01/01/15- 03/31/15	Quarter 4 04/01/15- 06/30/15	FY 2014-2015 Year To Date Numbers
<b>Outreach</b>		52,880	<b>10,231</b>	25,239	35,558	-	71,028
<b>Enrollment</b>	Completed Applications	24,455	<b>3,724</b>	4,136	6,231	-	14,091
	Confirmed Enrollment	13,596	<b>525</b>	880	2,217	-	3,622
<b>Retention</b>	Redetermination Assistance	5,371	N/A**	N/A**	0	-	-

\*\* Redetermination assistance is provided at the time of annual eligibility review/renewal. None to report for Quarter 3.

### 3. List community-based organizations (CBOs), including current sub-contractors, other community organizations and faith-based organizations (FBOs) that the County partnered with to accomplish grant objectives.

#### **DPH/MCAH:**

- Asian Pacific Health Care Venture, Inc. (SPA 3&4)
  - *Partnering with Korean Health Education and Research Center (KHEIR), Rosemead and Mountain View School Districts, Insurance agents, Asian American Advancing Justice-LA, Women, Infant and Children offices, and Hospital emergency room case workers.*
- Child and Family Guidance Center (SPA 2)
  - *Partnering with El Redil Church, St. Peter Armenian Church, Emmanuel Covenant Church, Cosecha de Dios Church in Arleta, Superior Grocery Store, Mission College, San Fernando Swap Meet, Park Parthenia Apartments, and Aurora Medical Center.*
- Citrus Valley Health Partners (SPA 3)
  - *Partnering with Options, a Childcare and Human Services Agency, SPIRITT, Our Lady of Guadalupe, Catholic Charities, Promotora Program, Family Birth & Newborn Center, Welcome Baby Program, and ER Queen of Valley Hospital.*
- City of Long Beach (Citywide)
- City of Pasadena Public Health Department (Citywide)
  - *Partnering with the City of Pasadena Human Services and Recreation Department, Chapcare, Women, Infants and Children (WIC) - Pasadena*
- Community Health Councils, Inc. (SPA 6&8)
  - *Partnering with Watts Labor Community Action Committee (WLCAC), Southeast LA Worksource, St. Margaret Center, LA Crenshaw Worksource EDD, Martin Luther King Jr. Community Hospital, LA County Office of Education (LACOE), and St. Margaret Center.*
- Computer Therapy LLC (Countywide)
- Crystal Stairs, Inc. (SPA 8)
- Dignity Health dba California Hospital MC (SPA 4&6)
- Human Services Association (SPA 7)

**LOS ANGELES COUNTY MEDI-CAL OUTREACH, ENROLLMENT, & RETENTION NARRATIVES\***

January 1, 2015 – March 31, 2015

- *Partnering with WIC - Bell Gardens, WIC – South Gate, Tri-Cities Head Start, Kid's 1<sup>st</sup> Preschools, Norwalk La Mirada Unified School District, ICDC Adult Colleges, Beverly Clinic, and Rio Hondo Community College.*
- Los Angeles Unified School District (Schools)
  - *Partnering with KHEIR Health Services/Clinic, Jefferson SH Wellness Center, Fair Ave Elementary, and Student Enrollment Placement and Assessment (SEPA) Center.*
- Maternal and Child Health Access – Outreach (SPA 3,4,6&7)
  - *Partnering with Neighborhood Legal Services, Alliance for Children's Rights, Jovenes Inc., ELA Women's Center, Worksite Wellness LA, LAC USC Medical Center and Women, Infants and Children (WIC)*
- Maternal and Child Health Access – Training (Countywide)
- Northeast Valley Health Corporation (SPA 2)
  - *Partnering with Women, Infants and Children (WIC)*
- St. Francis Medical Center of Lynwood (SPA 7)
  - *Partnering with Montebello, Los Nietos/Whittier, Montebello and El Rancho Unified School Districts, and Pediatric and OB/GYN offices.*
- Valley Community Clinic (SPA 2)
  - *Partnering with Child and Family Guidance, LAUSD schools, Child Care Resource Center (CCRC) Head Start sites, and local Catholic and non-denominational churches.*
- Venice Family Clinic (SPA 5)
  - *Partnering with New Directions, Inc. and Connecting Californians to Care*

**DPH/SAPC:**

- Behavioral Health Services (SPA 8)
- California Hispanic Commission on Alcohol Drug Abuse (SPA 7)
- Didi Hirsch Community Mental Health Center (SPA 5)
- Homeless Health Care (SPA 4)
- Prototypes (SPA 3)
- San Fernando Valley Community Mental Health Center (SPA 2)
- Special Service for Groups (SPA 6)
- Tarzana Treatment Centers (SPA 1)

**DHS:**

- AltaMed Health Services Corporation (SPA 4)
  - *Partnering with the East Los Angeles Sheriff Station, Federacion Zacatecana, Primer Amor Cristiano Church, Universal Church, Resurrection Catholic Church, JC Sales, Inc., Los Angeles Unified School District, Northgate Supermarket, SPA 7 Collaborate Partnership, El Monte Unified School District, Heart of Compassion, El Super Market, Los Angeles County Office of Education, Mexican Consulate (Ventanilla de Salud), Montebello Unified School District – Head Start/Early Learning Program, Superior Supermarkets, Women Infants and Children and CASAS.*
- Bartz-Altadonna Community Health Center (SPA 1)
  - *Partnering with Friendly Village Mobile Marks, Courson Park Ministry, Saves, AV Post Office, Paving the Way, New Beginning Church, Korean Sarm Church, Oasis Church, Restaurant Staff Village Gill and Shaw Inn Restaurants.*
- Chinatown Service Center (SPA 3)

**LOS ANGELES COUNTY MEDI-CAL OUTREACH, ENROLLMENT, & RETENTION NARRATIVES\***

January 1, 2015 – March 31, 2015

- *Partnering with local libraries, school districts, child care centers, health plans, local churches and temples.*
- Clinica Monsenor Oscar A. Romero (SPA 7)
  - *Partnering with The Mexican Consulate's Ventanilla de Salud, The Wall Las Memorias, Delancy Street Foundation, and St. Francis Center*
- Mission City Community Network, Inc. (SPA 8)
  - *Partnering with South Bay Community Development Center, Tongan Community Service Center, Nurturing in Unity – Neighborhood Action Committee, El Sol De De Justicia Christian Church-Community Center, Inglewood/LAX Airport Area Chamber of Commerce, Lawndale Community Service Center & Chamber of Commerce, Lawndale Public Library, Los Angeles Public Library, Hawthorne Public Library, WIC State Agency Mother's Nutrition Center (Inglewood's Market Center), Los Angeles Dept. of Public Social Services Community Outreach Event Healthcare – Exposition Park Regional Branch and St. John Chrystosum Church & School.*
- Samuel Dixon Family Health Center (SPA 2)
  - *Partnering with Val Verde Recreational Park, College of the Canyons, Serra Community Medical Clinic, Savia, and Providence Medical Centers.*
- University Muslim Medical Association (UMMA) Community Clinic (SPA 6)
  - *Partnering with the Salvation Army, Coalition of Mental Health Professionals, Los Angeles Conservation Corps, City of Young, Homeless Projects, El Camino College, L.A. Tech Community College, S.W. College, Angeles Mesa Library, Office of Curren Price, Mosque-Omar Lbn Al Kitar, Weber Community Center, Home Sweet Home High School, Community Builds Coalition, Northgate, El Super Market, Testimonial Church, St. Raphael Catholic School, Augusta Hawkins High School, John Muir School, A Place Called Home, Esperanza, HOPICS, Weingart YMCA, Second A.M.E. Church of L.A., Shields for Families, Universal College of Beauty, Morningside High School, Soledad Enrichment Action Charter School, Women's Recovery Center, Wisdom Academy for Youth Science, Nativity Catholic School, and True Way Full Gospel Church.*

**DMH:**

- *Partnering with Health Advocates, LLC and Mental Health Advocacy Services, Inc. During this quarter, subcontractors continued to build new collaborations with providers of Specialty Mental Health Services (SMHS), National Alliance on Mental Health (NAMI) chapters and YTD established a total of 644 collaborations with 536 local providers of which 183 are targeted for in-reach activities and 461 are targeted for outreach activities.*

**DPSS:**

- *Partnering with Young Invincibles, Homeboy Industries, Jewish Family Service of Los Angeles – SOVA Community Food and Resource Program and DPH-Champions for Change.*

**Sheriff's:**

N/A

**4. List of specific activities that were completed for the project by Department/sub-contractors/CBOs/FBOs. Describe the role of each sub-contractor/CBO/FBO and what they do for the project.****DPH/MCAH:**

During this quarter, DPH/MCAH, the Lead Department/Division on the DHCS grant, contracted with 17 agencies on this project. All contracted agencies reached out to collaborative partners and partnered with nearly 100 agencies, including community-based, faith-based, school districts, hospitals and clinics, making them aware of the services. Agency staff attended number of trainings that included: CHOI Forms training, "We've



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Got You Covered” training, YBN training, Medi-Medi Connect training, and Covered CA Outreach and Education training. Agencies were trained to use CHOI database system to capture their outreach and enrollment work.

**DPH/SAPC:**

During this quarter, DPH/SAPC contracted with eight Community Assessment Service Centers (CASC) on this project. CASC providers conducted outreach activities at community events, community colleges and with patients currently enrolled in Substance Use Disorder (SUD) treatment and/or those individuals seeking admission to SUD treatment services contracted by DPH/SAPC. DPH/SAPC also attended a DPSS administrator meeting in order to gain support for getting applications processed and coordinated a CHOI database training for CASC providers as some providers were experiencing difficulties entering data correctly which may have been the result for lower application completion data. This training was held on February 28, 2015 at SAPC.

**DHS:**

- Bartz-Altadonna reached target population through outreach, radio stations and presentations. They attended enrollment and health care events and educated the community about health care services and enrollment in Medi-Cal.
- Samuel Dixon staff participated in health fairs, outreach and enrollment fairs and Medi-Cal enrollment and outreach meetings and events.
- Chinatown Service Center collaborated with partnership agencies to promote open enrollment and outreach activities, such as community resources, cultural festivals, health fairs, mobile van for off-site enrollment assistance, and satellite enrollment station at elementary schools.
- Clinica Monsenor Romero conducted regular, weekly outreach at the Mexican Consulate, St. Francis, and Delancy Foundation. Participation in health fairs, such as USC World Health Day at Ramona Gardens, Fit for Life Fair, Resource Community Fair are also a part of the outreach strategy and effort.
- UMMA distributed flyers by mail, e-mail and door-to-door. Outreach was also conducted via telephone.
- AltaMed partnered with Superior, Northgate and El Super Supermarkets which allowed enrollment staff to participate in health fairs and host outreach events at store locations. Enrollment staff distributed flyers, coordinated health orientation sessions and hosted eight clinic-based community enrollment events providing coverage options through small workgroups and one-on-one assistance.
- Mission City partnered with CBOs, FBOs, schools, churches and government entities in joint efforts towards public engagement, outreach and education, information dissemination and enrollment assistance. Mission City is proactively engaging additional target populations and community areas throughout the South Bay region. City Chamber of Commerce Centers partnered with Mission City to provide enrollment outreach and information to community business partners and their members and Los Angeles County Public Libraries partnered to disseminate enrollment information during events and activities and followed up on requests to help families in need and responded to sign-up requests and service navigation by the library.

**DMH:**

During this quarter, Health Advocates, LLC and Mental Health Advocacy Services, Inc., conducted 169 in-reach activities and served 644 existing mental health clients referred from within the DMH network and SMHS providers. The subcontractors also conducted 254 outreach activities at CBOs, FBOs, Shelter Care programs, and Disabled Student Centers, serving a total of 5,139 potentially-eligible clients. Additionally, DMH's subcontractors conducted 16.5 hours of Medi-Cal training to 11 local providers in order to increase staff knowledge about the Affordable Care Act and the Medi-Cal program.

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**DPSS:**

None for this reporting period.

**Sheriff's:**

During this quarter, five (5) full time custody assistants provided in-reach activities to the jail population. Inmates were assisted with completing applications. Applications were submitted to DPSS to determine if the individuals already had coverage or if an application was in process. Applications submitted were entered into the Your Benefits Now (YBN) system and system was monitored to determine if applications were processed by DPSS. Consequently, coverage will be activated upon release from custody/coordinated with DPSS.

**5. Any innovative strategies/practices that were successful and can serve as a model for others or that County can build upon.****DPH/MCAH:**

- Computer Therapy LLC held webinar trainings in order to provide technical assistance on the CHOI data system via the GoTo Meeting interface. These trainings are proving to be very efficient and beneficial to agencies and departments alike.
- Los Angeles Unified School District (LAUSD) implemented Saturday/Weekend Enrollment events which produced the greatest amount of referrals for health insurance application/enrollment assistance.
- Northeast Valley Health Corporation (NVHC) co-located staff at health centers which greatly helped staff with outreach and enrollment services as not all health centers work closely with enrolling patients into available programs/insurances.
- Venice Family Clinic continued to leverage volunteers to maximize their ability to outreach and perform enrollment. VFC continues to refine their training, guides and system for volunteers use.
- Asian Pacific Health Care Venture, Inc. (APHCV) strategy was to raise awareness through increased visibility. The O/E team created information flyers highlighting different health programs with key information to assist clients in determining their eligibility. Flyers were produced in English, Korean and Spanish and included eye-catching words/phrases such as "FREE application assistance", "avoid tax penalties", "Obamacare", and "FREE health coverage".
- Valley Community Healthcare conducted Ongoing Patient Appreciation events which introduces healthcare options to the public, in addition to, ongoing series of Medi-Cal coverage orientations to perinatal patients and to the community at large.

**DPH/SAPC:**

During this quarter, DPH/SAPC met with DPSS in order to increase their awareness about the MOEA project and gaining their support was very helpful to CASC in SPA 3. Future project need the support and collaborative partnerships with DPSS in order to have a contact who is able to check application status and conduct follow-ups. The YBN web portal does not have this ability to provide real time data on Medi-Cal status.

**DHS:**

CBO partners continued to report ongoing participation in local health fair events as a means to offer education to individuals, discuss healthcare needs, and screen individuals for Medi-Cal. All CBOs worked with various local community entities.

- Bartz-Altadonna has been making flyers and affixing on car windows and mailboxes, advertising grant-funded activities via PSAs on local radio stations and attending community events.
- AltaMed has successfully employed a number of innovative strategies for outreach, including: utilizing clinic and outreach staff that are bilingual in English and Spanish to provide culturally and linguistically competent services to target populations with limited English proficiency; utilizing

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large community enrollment events and innovative community locations, e.g. supermarkets, health fairs, etc. to reduce perceived barriers to access and reach consumers in settings that are less threatening.

- Chinatown has been following up with clients via phone and providing one-on-one education.
- Clinica Monsenor Romero is completing applications via an iPad and offering to meet with individuals in community spaces. Meeting individuals in community spaces that are convenient for the client removes barriers that would typically prevent the individual from completing the enrollment process, such as lack of transportation and/or barriers and lack of time to enroll.

**Sheriff's:**

The practice identified during the first quarter of completing an application upon first contact with an inmate has proven very beneficial and has cut down on time spent for each applicant.

**DMH:**

None for this reporting period.

**DPSS:**

None for this reporting period.

#### **6. Any project activities/successes that were not identified in the Work Plan, but are a “spin-off” of Work Plan activities.**

**DPH/MCAH:**

Maternal and Child Health Access (MCHA) training agency, suggested and facilitated YBN trainings in partnership with DPSS and DPH. User agreement forms were collected from 50 individuals and mailed to DPSS for creation of YBN accounts.

APHCV enrollment worker regularly passed out flyers at shops, grocery stores, and hospitals. As time passed, the agency visibility in the community improved and, resultantly, increased number of submitted applications.

**DPH/SAPC:**

During this quarter, DPH/SAPC co-located at DPSS offices which was not a part of the original proposal. CASC in SPA 1 found many GR clients did not have Medi-Cal coverage and were willing to get assistance with completing the application process. Reaching out to SUD populations at the re-entry fairs has been very helpful for reaching out to newly released inmates that do not have benefits and may be eligible for Medi-Cal.

**DHS:**

- Bartz-Altadonna has been invited to participate in events that were held by other organizations, in addition to outreaching at client's homes.
- Clinica Monsenor Romero is meeting in non-traditional spaces with individuals who are in need of enrollment assistance.

**DMH:**

DMH has continued to support its subcontractors in the development of new approaches for reaching potentially-eligible Medi-Cal clients. The subcontractors have communicated with DMH directly-operated clinics to determine how best to reach indigent clients in need of enrollment assistance. This has resulted in targeted strategies, such as arranging regularly-scheduled enrollment sessions or structuring clinic-specific referral systems. Though the subcontractors are still in the initial stages of implementing the regular enrollment sessions and continue to develop effective referrals systems with the clinics, these strategies may have contributed to their recent success in a higher number of both in-reach contacts and Medi-Cal applications.

**DPSS:**

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DPSS approved the tagline “Medi-Cal – Because Your Health Matters”. A logo is being developed to be used alongside the tagline. This tagline and logo will be placed on all marketing material. It will also serve as a web link on non-DPSS websites directing potential applicants to DPSS/YBN.

**Sheriff's:**

None for this reporting period.

**7. List project activities not completed during the quarter that were stated to be completed. If the activities completed differ from County's proposal, what caused these changes? Were activities delayed and if so, why? Will these activities be completed? When and how? Are there any activities County will not be able to complete during the course of this grant?**

**DPH/MCAH:**

Contracted agencies experienced time delays in hiring outreach and enrollment staff. As a result, some agencies reported lower than expected Q1 outreach and enrollment numbers. Also some Medi-Cal applications took longer than 45 days to process which also impacted the target numbers.

**DPH/SAPC:**

During this quarter, Medi-Cal objective was not met. CASC informed DPH/SAPC that most SUD clients seeking alcohol and drug treatment and recovery services already have Medi-Cal coverage.

**DHS:**

- Samuel Dixon has engaged in all identified strategies listed in their work plan; however, they have not engaged with all identified partners. They do plan to engage with all identified partners as the year progresses.
- Clinica Monsenor completed all proposed activities with the exception of working with The Wall Las Memorias. This relationship has been replaced with another CBO who serves a similar population.
- Mission City is working to expand outreach to homeless shelters, additional health fair, outreach events and presentational sessions in the region and is working with program participants to identify family members, friends, co-workers, and other individuals who may also be eligible for health care benefits.

**DPSS:**

None for this reporting period.

**DMH:**

None for this reporting period.

**Sheriff's:**

None for this reporting period.

**8. List any products developed, data sources and/or resources used**

**DPH/MCAH:**

All DPH/MCAH contracted agencies are using CHOI database system to track outreach, enrollment, and retention activities. Contracted agencies created flyers, pamphlets, post cards, outreach calendars, and press releases to inform target populations about insurance coverage. Also APHCV created in many different languages a checklist of documents needed to enroll in Medi-Cal. Community Health Councils developed presentation on the healthcare coverage to be used for outreach purposes.



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**DPH/SAPC:**

DPH/SAPC produced the CASC CHOI data sheets for the February training.

**DHS:**

CBOs are using the CHOI database which allows tracking submitted applications, enrolled clients, and follow up with clients through the utilization and redetermination process. Through partnership with DPSS, the YBN system is used to enroll individuals into Medi-Cal. CBOs are also developing their own Medi-Cal informational flyers and brochures specifying contact information, location where enrollment activities occur and are distributed to local CBOs, businesses and the community at large.

**DMH:**

None for this reporting period.

**DPSS:**

During this quarter, DPSS developed the tagline, “Medi-Cal – Because Your Health Matters”. DPSS is currently developing a logo to accompany the tagline.

**Sheriff's:**

None for this reporting period.

**9. Any challenges/barriers encountered and proposed solutions.****DPH/MCAH:**

- Computer Therapy LLC adapted CHOI database system for use by Sheriff's department for their outreach and enrollment tracking. Two additional trainings were conducted for Sheriff's staff.
- LAUSD experienced internal budget setbacks that delayed activities in Q1. Budget modification will be submitted to DPH/MCAH to optimize SOW and meet annual target numbers.
- Northeast Valley Health Corporation, among other agencies, experienced delays in processing applications due to extended Medi-Cal backlog. Agency staff facilitated “emergency cases” by contacting their DPSS liaisons for assistance.
- Venice Family Clinic filed “case complaints” on behalf of clients and reported issues directly to Medi-Cal program.
- APHCV provided case worker's contact information to clients in order to conduct the follow-up of status. In addition, APHCV used phone interpreter in the event an enrollment worker is experiencing language barrier with the client.
- Citrus Valley Health Partners staff discovered that families and individuals, after having completed an application, believe that they are uninsured, as they have received no confirmation or follow up communication from the state Medi-Cal. Clients attempting to contact the state Medi-Cal office via telephone have reported substantial delays in eligibility workers answering the phone. Agency staff assisted by dialing the phone number, allowing clients to connect directly with the eligibility worker and by coaching the client regarding the appropriate verbiage to be used in conversations with the eligibility worker to ensure that the appropriate actions are taken.

**DPH/SAPC:**

Through our outreach efforts, we are discovering that most SUD clients already have Medi-Cal coverage which makes it difficult to reach benchmark goals. The eight contracted CASC are sharing creative approaches for targeting SUD clients who may need Medi-Cal (e.g. State re-entry fairs, Employment Development Department (EDD) events and sober living housing projects).

**LOS ANGELES COUNTY MEDI-CAL OUTREACH, ENROLLMENT, & RETENTION NARRATIVES\***

January 1, 2015 – March 31, 2015

**DHS:**

Challenges with the CALHEERS system has resulted in some delay in processing applications, but that in those situations where applications are at risk of a delay or are in a pending status, DPSS staff has assisted these individuals by approving Medi-Cal benefits directly on-line to the State's MEDS system.

**DMH:**

DMH contractors are facing difficulties reaching many of the mental health clients for assistance with benefits establishment following a referral by a DMH service provider. Contractors have partnered with DMH directly-operated clinics to establish site-specific, targeted enrollment strategies to increase their opportunity for client engagement in addition to other strategies they have employed.

**Sheriff's:**

During this quarter, we experienced some personnel changes. This factor, combined with the learning curve associated with the adoption of the CHOI database, has put us slightly behind in terms of meeting our proposed target numbers.

**DPSS:**

During this quarter, outreach staff encountered resistance from the YMOC population when outreaching at events. YMOC does not want to submit an application at these events but during a later time via YBN, mailing an application or walking into a district office.

**10. State if Department/sub-contractors/other partnering organizations received funding from other foundations, corporations or government bodies for the Medi-Cal O&E efforts currently supported by this grant. If so, provide funder's name, the amount of funding provided, and when it was provided. If the support is in-kind and can be estimated in \$, please provide the figure.**

**DPH/MCAH:**

- APHCV receives funds from HRSA (\$122,937 for February 2015-December 2015), funding started on February 1, 2015.
- LAUSD receives funds from the Centers for Medicaid and Medicare Services, Children's Health Insurance Program Re-Authorization Act, Cycle III. Funding amount of \$976,000 was provided on August 1, 2013 and funding term expires on June 30, 2015. LAUSD also receives funds from Covered California Outreach and Education grant. Funding amount of \$990,000 was provided on August 1, 2013 and funding term expires on February 28, 2015.
- Northeast Valley Health Corporation receives funds from CHIPRA (\$463,444 for FY 2014-2015, funding was provided on July 15, 2013) and HRSA (\$666,788 for FY 2014-2015, funding was provided on 07/15/2013).
- Venice Family Clinic receives funds from HRSA (\$166,789 for FY 2014-2015, funding was provided on July 1, 2013).
- DPH/MCAH receives \$4.6 million for outreach and enrollment services provided by our local First organization (First 5LA) with the target population of families with children ages 0-5. The First 5LA funding provides the bulk of infrastructure and overhead costs enabling the 17 CBOs schools, and clinics to provide additional services to an expanded target population using the smaller amount of DHCS funding (\$700,000 per year). Leveraging each funding source creates synergy for both outreach and enrollment projects. DPH/MCAH provides in-kind support from a total of 2.5 FTE staff whose salaries are not covered by this grant (positions include Research Analyst III, Staff Analysts, Accounting Tech, and Intermediate Clerk).

**DHS:**

**LOS ANGELES COUNTY MEDI-CAL OUTREACH, ENROLLMENT, & RETENTION NARRATIVES\***

January 1, 2015 – March 31, 2015

- Clinica Monsenor Romero (CMR) currently receives funds from the U.S. Department of Health and Human Services Health Resources and Services Administration (HRSA) to provide outreach and enrollment services. During July 1, 2014 to September 30, 2014, HRSA provided CMR with \$59,928 in funding for these efforts, \$179,785 from October 1, 2014 to August 31, 2015 and thereafter on an ongoing basis. CMR is subcontracted by Asian Americans Advancing Justice to provide ACA education and enrollment services in the Boyle Heights neighborhood of Los Angeles. Total granted funds are \$50,000 for work performed during February 1, 2014 to January 31, 2015. The work plan was extended past Quarter three, however, no additional funds has been secured.
- AltaMed is currently providing in-kind support in the form of printed materials for distribution, physical space for outreach events and employee benefits in the amount of \$1,140 to supplement grant activities.

**DPH/SAPC:**

None for this reporting period.

**DMH:**

None for this reporting period.

**DPSS:**

None for this reporting period.

**Sheriff's:**

None for this reporting period.

**11. Describe whether DHCS assisted or failed to assist LA County in any way during this time period.**

Los Angeles County has received assistance requested from DHCS on a regular basis and in a timely manner.

**12. Any other aspect of the project to share pertaining to this Medi-Cal O&E initiative.****DPH/SAPC:**

None for this reporting period.

**DPSS:**

None for this reporting period.

**DPH/MCAH:**

None for this reporting period.

**DHS:**

None for this reporting period.

**DMH:**

None for this reporting period.

**Sheriff's:**

None for this reporting period.

**LOS ANGELES COUNTY MEDI-CAL OUTREACH, ENROLLMENT, & RETENTION NARRATIVES\***

January 1, 2015 – March 31, 2015

**List of Common Acronyms**

**CASC** – Community Assessment Service Center  
**CBO** – Community-Based Organization  
**CHOI** – Children’s Health Outreach Initiatives  
**DHCS** – California Department of Health Care Services  
**DHS** – Department of Health Services  
**DMH** – Department of Mental Health  
**DPH** – Department of Public Health  
**DPSS** – Department of Public Social Services  
**FBO** – Faith-Based Organization  
**MCAH** – Maternal, Child, and Adolescent Health  
**MCHA** – Maternal and Child Health Access  
**MOU** – Memorandum of Understanding  
**O&E** – Outreach and Enrollment  
**SAPC** – Substance Abuse and Prevention Control  
**SMHS** - Specialty Mental Health Services  
**SPA** – Service Planning Area  
**SUD** – Substance Use Disorder  
**YBN** – Your Benefits Now!  
**YMOC** – Young Men of Color



**LOS ANGELES COUNTY MEDI-CAL OUTREACH, ENROLLMENT, & RETENTION SUMMARY****Exhibit 1**

<b>Outreach, Enrollment, and Retention Summary</b> <b>County: LOS ANGELES</b>					
<b>Reporting Period: January 1, 2015 to March 31, 2015</b>					
<b>Major Deliverables and Activities</b>	<b>AB 82 Target Population Reached</b>	<b>Materials</b>	<b>Staff and/or CBO's Used</b>	<b>Performance Measures and Data Collection</b>	<b>Status</b>
<i>Include reference to the major outcome objectives indicated in your work plan</i>	<i>Specify target audience</i>	<i>Specify all materials developed, finalized, or distributed (radio/TV/print ads; brochures, flyers, etc.) using allocation funds</i>	<i>Indicate staff responsible and/or CBO's used</i>	<i>Provide achievements, percentages, and numbers for the quarter and YTD that document achievements.</i>	<i>Indicate the completion date. If not completed, indicate the projected completion date. Provide a reason if date is different than on the approved work plan.</i>
<b>Outreach</b>	<ul style="list-style-type: none"> <li>Families of mixed-immigration status</li> <li>Persons with limited English proficiency</li> <li>Persons with substance use disorder needs</li> <li>Persons who are homeless</li> <li>Young men of color</li> <li>Persons with mental health disorder needs</li> <li>Persons who are in county jails, county probation, or under post release community supervision</li> </ul>	<ul style="list-style-type: none"> <li>Flyers, pamphlets, post cards, outreach calendars, social media, email, radio, door-to-door, telephone, presentations, press releases, audit fact sheet tools</li> <li>DPSS ACA pamphlets delivered to applicants and ACA posters displayed in custody housing areas</li> </ul>	LA County Departments, contracted and subcontracted agencies  Sheriffs	Outreach and in-reach activities were provided to 35,558 persons. This number indicates 134% of the Collaborative annual target	On track
<b>Enrollment</b>		<ul style="list-style-type: none"> <li>Developed and maintained files for SUD clients and printed YBN web portal confirmation sheets for each client</li> <li>CHOI webinar training using GoTo Meeting to assist departments and agencies</li> <li>Door-to-door knocking, telephone, in-person, brochures</li> </ul>	DPH/SAPC  Computer Therapy, LLC  DHS	6,231 persons were assisted with completing a Medi-Cal application in Quarter 3. Year-to-date number of completed Medi-Cal applications is 14,091, or 58% of the Collaborative annual target  2,217 applicants were confirmed as newly enrolled, or 27% of the Collaborative annual target	On track
<b>Retention</b>		N/A		N/A	On track

**LOS ANGELES COUNTY MEDI-CAL OUTREACH, ENROLLMENT, & RETENTION SUMMARY****Exhibit 2**

<b>Numbers Specific to Outreach and Enrollment Activities ONLY</b>		
<b>County: LOS ANGELES</b>		
<b>Reporting Period: January 1, 2015 to March 31, 2015</b>		
	<b>Current Quarter</b>	<b>Year-to-Date</b>
Amount Billed, \$	No invoices billed this quarter. Invoices are forthcoming.	
Number of AB 82 individuals reached by O&E efforts	35,558	71,028
Number of AB 82 individuals assisted with enrollment into Medi-Cal	6,231	14,091
Number of approved Medi-Cal applications resulting from Medi-Cal O&E efforts	2,217	3,622
Number of AB 82 beneficiaries assisted with annual eligibility review (AER) and/or Medi-Cal redetermination	N/A*	N/A*
Number of AB 82 beneficiaries that retained Medi-Cal coverage as a result of the O&E efforts	N/A*	N/A*
Number of CEC's and CIA's used in O&E efforts	36	36
Number of CAAs used in O&E efforts	0	0

\* None to report for Quarter 3.

LOS ANGELES COUNTY

FY 2014-2015

DATA SUMMARY

FY 2014-2015 Annual Target Numbers\*

		DPSS	SHERIFF'S	DMH	DHS	DPH/MCAH	DPH/SAPC	Total
<b>OUTREACH</b>		6960	10000	9520	7200	15000	4200	<b>52880</b>
<b>ENROLLMENT</b>	Completed Application	1015	10000	2570	5400	4000	1470	<b>24455</b>
	Confirmed Enrollment	1015	2500	1928	4050	3000	1103	<b>13596</b>
<b>RETENTION</b>	Redetermination Assistance	660	N/A	TBD**	2194	1950	717	<b>5521</b>

Quarter 1 (July, 2014 - September, 2014)

		DPSS	SHERIFF'S	DMH	DHS	DPH/MCAH	DPH/SAPC	Total
<b>OUTREACH</b>		0	2845	1321	807	4879	379	10231
<b>ENROLLMENT</b>	Completed Application	0	2845	51	53	768	7	3724
	Confirmed Enrollment	0	379	13	0	129	4	525
<b>RETENTION</b>	Redetermination Assistance	0	0	0	0	0	0	0

Quarter 2 (October, 2014 - December, 2014)

		DPSS	SHERIFF'S	DMH	DHS	DPH/MCAH	DPH/SAPC	Total
<b>OUTREACH</b>		2600	1930	6191	4968	6628	2922	25239
<b>ENROLLMENT</b>	Completed Application	67	1782	408	413	1412	54	4136
	Confirmed Enrollment	34	276	128	48	394	0	880
<b>RETENTION</b>	Redetermination Assistance	0	0	0	0	0	0	0

Quarter 3 (January, 2015 - March, 2015)

		DPSS	SHERIFF'S	DMH	DHS	DPH/MCAH	DPH/SAPC	Total
<b>OUTREACH</b>		5878	2458	5783	8943	6610	5886	35558
<b>ENROLLMENT</b>	Completed Application	137	2458	444	1415	1651	126	6231
	Confirmed Enrollment	49	431	314	228	1141	54	2217
<b>RETENTION</b>	Redetermination Assistance	0	0	0	0	0	0	0

FY 2014-2015 Year to Date Numbers

		DPSS	SHERIFF'S	DMH	DHS	DPH/MCAH	DPH/SAPC	Total
<b>OUTREACH</b>		8478	7233	13295	14718	18117	9187	71028
<b>ENROLLMENT</b>	Completed Application	204	7085	903	1881	3831	187	14091
	Confirmed Enrollment	83	1086	455	276	1664	58	3622
<b>RETENTION</b>	Redetermination Assistance	0	0	0	0	0	0	0

FY 2014-2015 Year to Date Completion, %

		DPSS	SHERIFF'S	DMH	DHS	DPH/MCAH	DPH/SAPC	Total
<b>OUTREACH</b>		122%	72%	140%	204%	121%	219%	134%
<b>ENROLLMENT</b>	Completed Application	20%	71%	35%	35%	96%	13%	58%
	Confirmed Enrollment	8%	43%	24%	7%	55%	5%	27%
<b>RETENTION</b>	Redetermination Assistance	0%	N/A	TBD**	0%	0%	0%	0%

\* Annual target numbers based on the 2014--2016 Work Plan

\*\* DMH performs retention activities without numerical target

**Outreach** is a service provided when we raise an individual's awareness understanding of what is Medi-Cal and what can be done to enroll.

**Enrollment** is measured as the number of approved Medi-Cal applications resulting from Medi-Cal outreach and application assistance efforts.

**Completed applications** is defined as the number of clients assisted to fill out health insurance applications line-by-line, through in-person, telephone assistance or electronic submission.

**Confirmed enrollment** is defined as: 1) the number of clients who have stated that they received successful enrollment notification from insurer and/or 2) the number of clients who have been verified enrolled by appropriate insurer or computer system.

**Retention** is a service provided when we track an enrolled individual's re-application time line to Medi-Cal, and take all the available steps afforded by that individual towards their continued enrollment in, and their retention of, Medi-Cal.

**Redetermination assistance** is defined as attempting to contact 100% of clients/beneficiaries (confirmed enrolled) and making successful contact with 65% of those clients/ beneficiaries either in-person or by telephone to determine whether assistance is needed at time of annual eligibility review/renewal.

Rev. Date 10/27/14